

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

#21



Inventor Application of: Anthony D. Sullivan  
Serial No.: 08/784,224  
Filing Date: January 16, 1997  
Group Art Unit: 3622  
Examiner: James W. Myhre  
Title: KNOWLEDGE MANAGEMENT SYSTEM AND METHOD

Commissioner of Patents  
PO Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

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Effective immediately, please direct all papers pertaining to the above-captioned patent application to practitioners at Customer Number 35005. All telephone calls should be directed to Samir A. Bhavsar.

Respectfully submitted,  
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Date: January 23, 2004

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